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ABSTRACT

This Job Function Booklet (Doing Clerical Work) is one of the 14 components (see note) of the Career Alert Planning (CAP) program, a set of individualized materials designed to help participants find out about themselves and about the kind of work for which they are suited. In this program, participants become acquainted with occupations that are representative of 10 basic job functions. They learn how these occupations relate to personal interests, abilities, skills, educational goals, experiences, and training. They consider the working conditions, salary, and employment outlook for each occupation. Finally, participants use this information to make decisions and plans about the careers they will pursue. This Job Function Booklet examines clerical work occupations, one of the 10 basic job functions explored in the series, and describes four occupations related to this function: secretary, cashier, stock clerk, and file clerk. The booklet contains the following sections: (1) an "explore" section, which describes the clerical job function and introduces the four occupations representative of it; (2) four "perform" sections, which contain work simulation activities related to each of the four occupations (e.g., "imagine you are a secretary; your task is to write a letter for your boss"); these activities give participants "hands-on" experience in performing work-related tasks; and (3) four "decide" sections, which provide greater detail about the occupations and about working conditions, income, and education and experience required. Education and experience activities that can be undertaken by participants are suggested. (KC)

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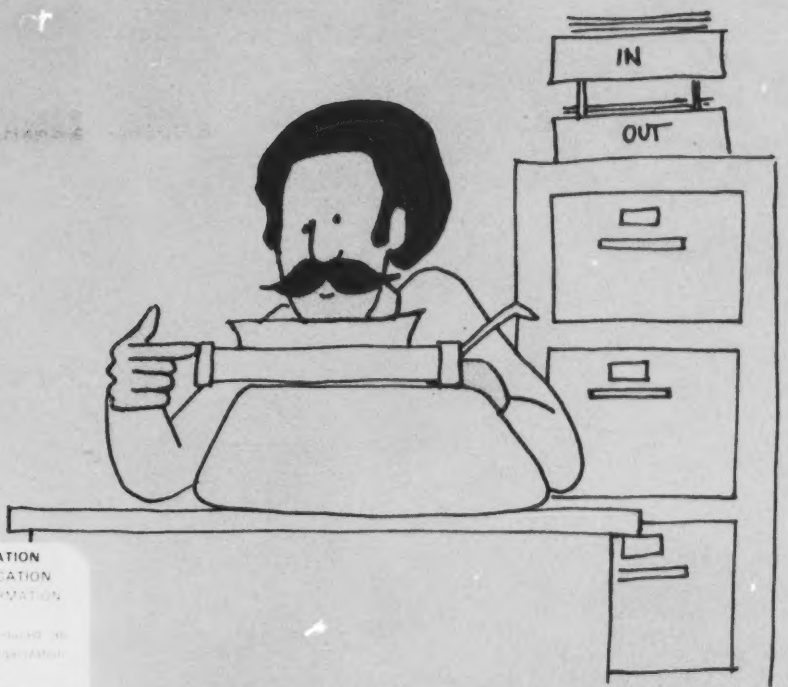

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CAP

Doing Clerical Work

Job Function

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THE OHIO STATE UNIVERSITY
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For further information contact:

Program Information Office
National Center for Research in Vocational Education
The Ohio State University
1960 Kenny Road
Columbus, Ohio 43210

Telephone: (614) 486-3655 or (800) 848-4815
Cable: CTVOCEDOSU/Columbus, Ohio

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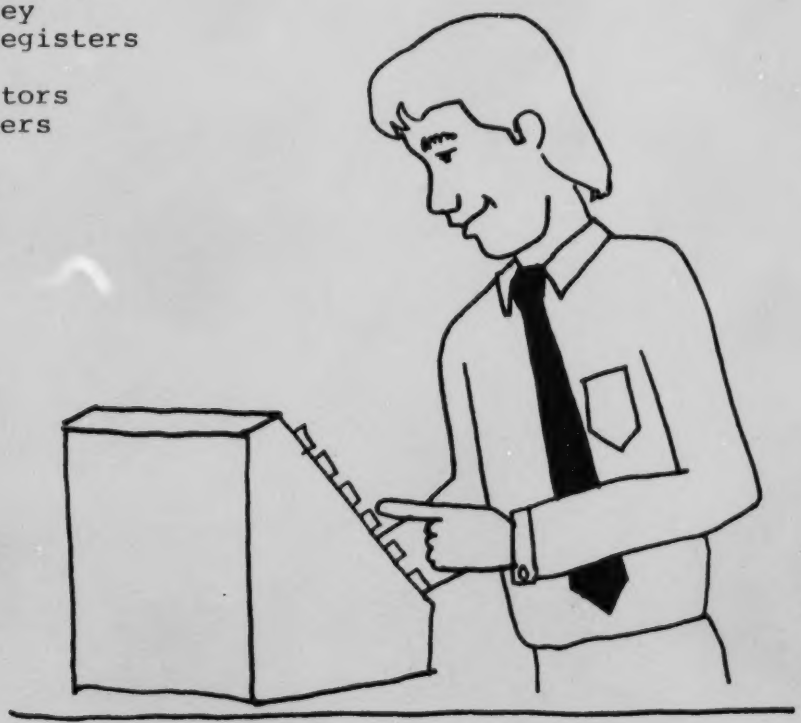
What is doing clerical work?

EXPLORE

Doing clerical work means handling many different kinds of information. It means making information available for others to use. When you make the family's grocery list to use in shopping, you are "doing clerical work."

Clerical jobs are found in schools, offices, hospitals, stores, and many other places where employers need the help of clerical workers. Clerical workers . . .

- type
- keep records
- answer telephones and take messages
- handle money
- use cash registers
- file
- greet visitors and customers



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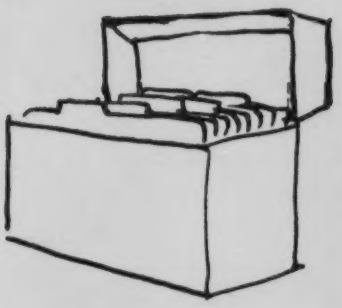
Clerical workers are in contact with many other people--co-workers and customers. They must be able to work well with others. They must present a good image to the public. Thus, clerical workers need some of the following work maturity skills. They must be able to...

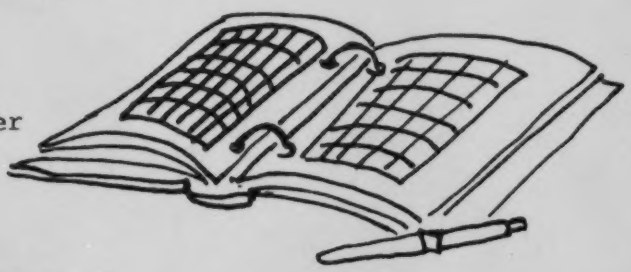
- present a clean, neat appearance
- maintain regular and punctual attendance
- use good verbal skills
- be friendly and polite
- be helpful to others

Interests



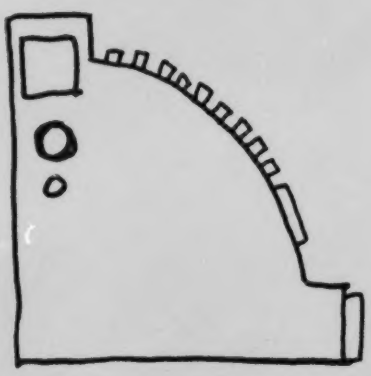
People who do clerical work share many common interests. They enjoy...

- doing the same basic duties every day
- being neat
- greeting people
- working with machines such as cash registers, typewriters, and so forth.
- working indoors
- putting things in order

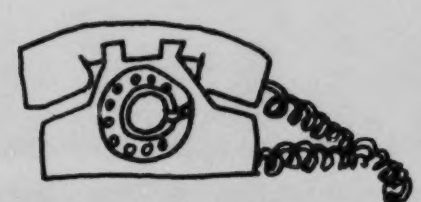


Abilities

Clerical workers have a number of abilities in common. They use their abilities to develop skills--skills that enable them to a good job. To develop their job skills, clerical workers must have the ability to...



- follow directions
- do accurate and careful work
- finish each job they start
- be neat and well-organized
- concentrate on work even when other people are around
- move from one task to another without becoming confused



Do you feel you have some of the interests and abilities of a clerical worker? Turn to the Doing Clerical Work Reaction Form in your Program Guide. Place a check in front of the interests and abilities you share with clerical workers.

Now, read the next pages of this booklet which introduce people who work in four different kinds of clerical jobs. Imagine yourself in these jobs because...

Perhaps you would like a career in doing clerical work.

Paul Sommer
secretary

I am the only secretary in our office. I do many jobs to keep everything going well.

My main job is to be sure that all the clerical work is done right and on time. I supervise two typists and one file clerk who work in our office. I take dictation, type letters, and write notes at meetings.

Lisa Harris
cashier

I like my job at the Food Mart. Customers bring their groceries to my counter. I add the prices on a cash register. Then customers pay me and I give them change. Sometimes I bag groceries, too.

The cash register is fun to use. I work fast so people don't have to wait in line a long time. I don't make mistakes either! People don't want to pay too much for their food.

Sandy Shea
stock clerk

I work in the stockroom of a men's clothing store. A stockroom is a place where a store keeps extra goods. It is a room where it keeps goods that are not needed right away.

My job is to see that all goods in the stockroom are kept in special places. I make sure that goods will be easy to find.

I like my job. I enjoy putting things in order! It makes me feel good to see that when I finish my work, everything is neat and orderly.

Clark Hampton
file clerk

I work for a large manufacturing company. My job is to file orders, letters, and other papers. I have a very good filing system. I put things in A-B-C order. Then I can always find what I have filed.

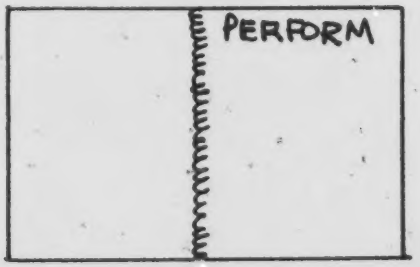
When I do my job well, it helps all the workers in my company. Papers can easily be lost if they are not filed the right way. If orders are lost, my company might lose money!

Would you like to try out some jobs that these workers do?

yes ▶ Choose one of these occupations:

Occupation 13--Secretary
Occupation 14--Cashier
Occupation 15--Stock Clerk
Occupation 16--File Clerk

Then, turn to the proper PERFORM section of this Job Function booklet.



no ▶ Check your Self-Inventory Chart. Choose your next highest ranking job function. Get that Job Function booklet and read the EXPLORE section.

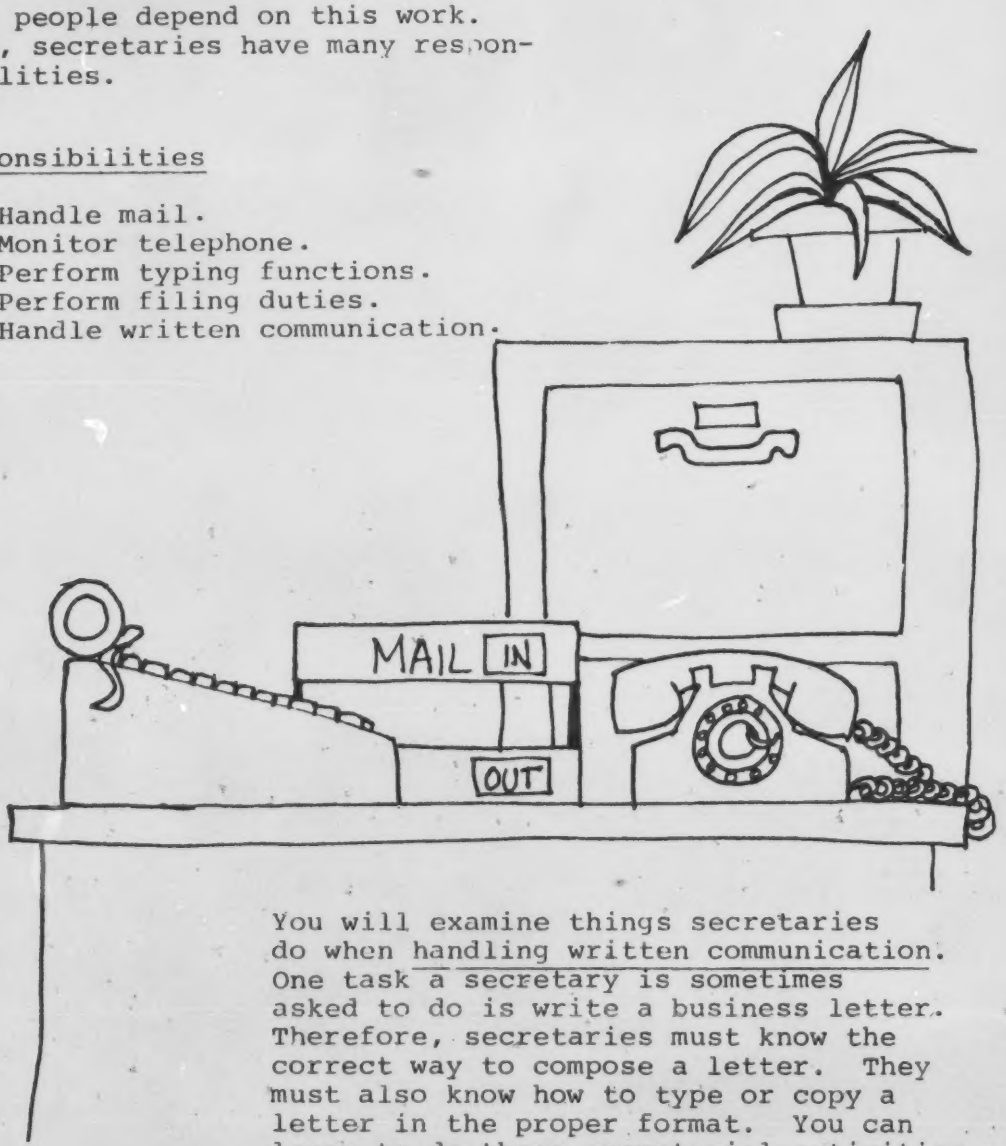
Secretary

PERFORM 13

Secretaries help their employers by doing clerical work. All their work must be neat and well organized. Many people depend on this work. Thus, secretaries have many responsibilities.

Responsibilities

1. Handle mail.
2. Monitor telephone.
3. Perform typing functions.
4. Perform filing duties.
5. Handle written communication.



You will examine things secretaries do when handling written communication. One task a secretary is sometimes asked to do is write a business letter. Therefore, secretaries must know the correct way to compose a letter. They must also know how to type or copy a letter in the proper format. You can learn to do these secretarial activities, too.

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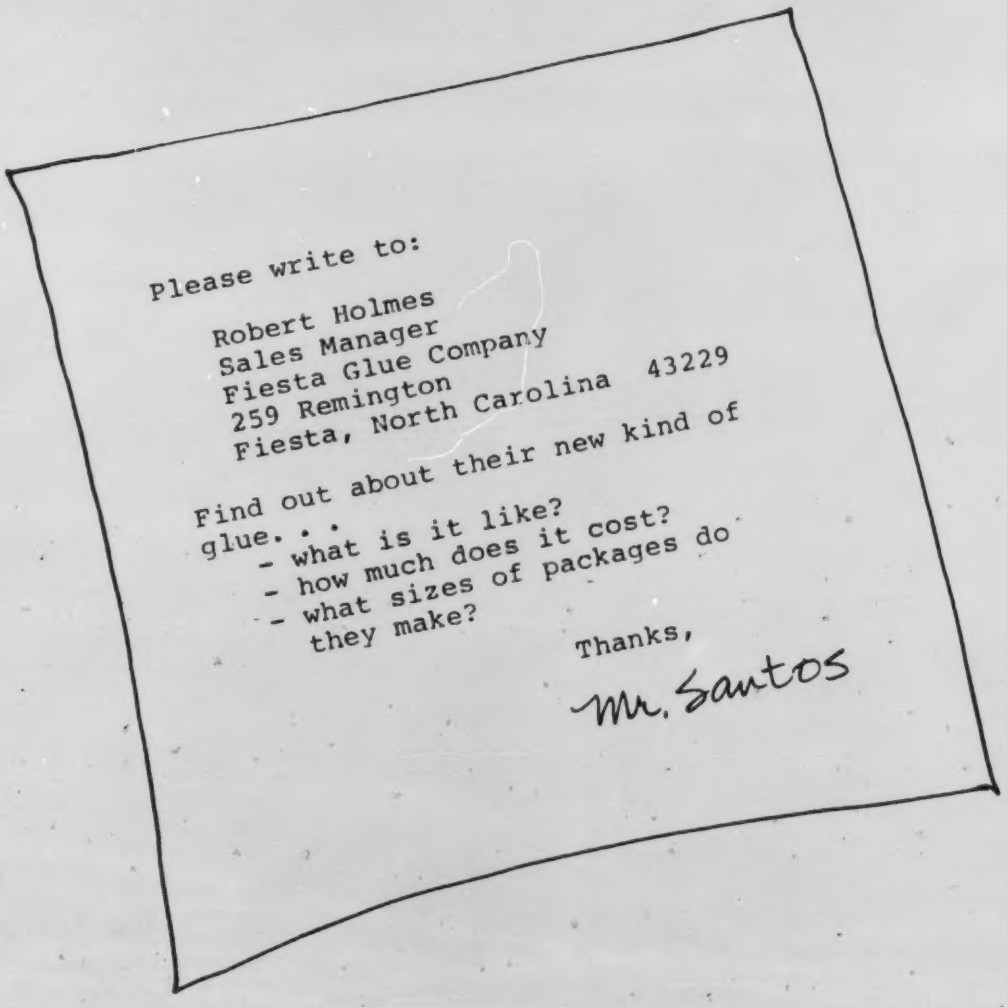
Imagine . . . YOU are a secretary.

You work for Mr. Santos. He is supply manager at the Toro Box Company. Mr. Santos' job is to buy for the company supplies such as cardboard, glue, and tape.

Mr. Santos is thinking about buying a new kind of glue from the Fiesta Glue Company. Before he can decide whether to make this purchase, however, Mr. Santos needs some information about the glue.

Mr. Santos needs your help. He puts this note on your desk.


Please write to:
Robert Holmes
Sales Manager
Fiesta Glue Company
259 Remington
Fiesta, North Carolina 43229
Find out about their new kind of glue. . .
- what is it like?
- how much does it cost?
- what sizes of packages do they make?
Thanks,
Mr. Santos

Your task is to write a letter for your boss.

This is what you must do:

Compose a letter

STEP 1.

Gather the information you need to write the letter.

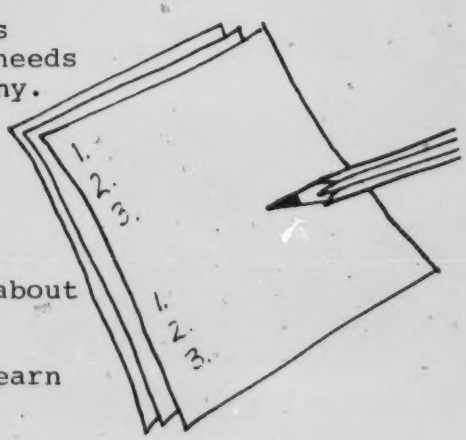
a. Read facts about your company.

FACTS ⇨

YOUR COMPANY

Name: Toro Box Company
Address: 12 Dartmouth Street
Amberg, New York 10029
Product: Lightweight cardboard boxes
Your company uses 12,000 gallons of glue each year.

b. Re-read the note from Mr. Santos to find out the information he needs to learn from Fiesta Glue Company.



STEP 2.

Outline the message to be sent.

a. List three things you will say about your company.

b. List three things you need to learn from Fiesta Glue Company.

STEP 3.

Write the message in two paragraphs.

a. Use complete sentences and compose the first paragraph of the letter. In this paragraph, tell about your company. Explain how your company will use Fiesta's glue.

b. Write the second paragraph. Ask for the information Mr. Santos needs.

c. Proofread the material. Did you use complete sentences? Did you use correct grammar? Have you asked for all the facts Mr. Santos wants? Were you polite?

STEP 4.

Ask your teacher to approve your work.

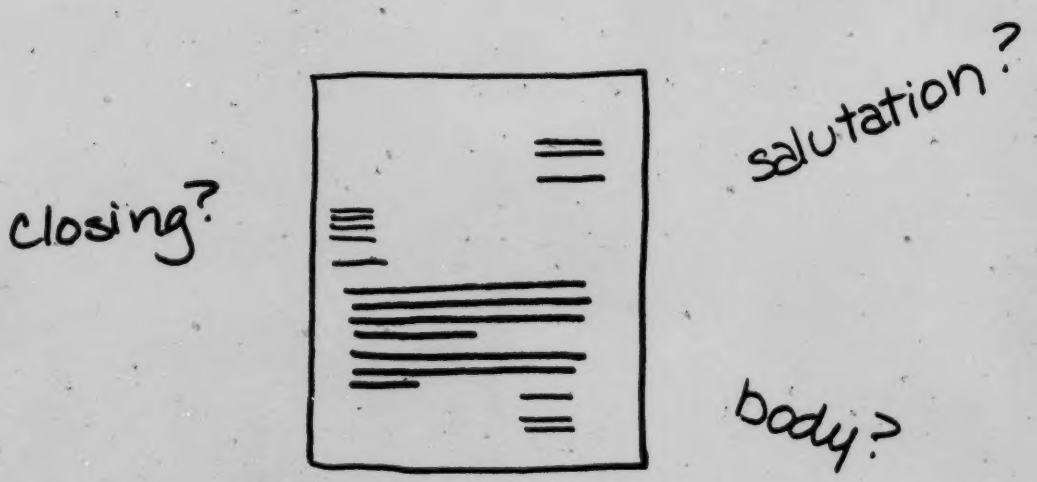
Prepare the letter for mailing

STEP 1.

Show how a business letter is arranged (its format).

a. Look at the sample business letter on the next page. Can you find the salutation? Can you find the "body" of the letter? the closing? Good!

b. Practice putting parts of a letter in the proper format. Turn to Worksheet 13. Follow the directions.



name and address of your company

company's name
number street
city state zip code

date

today's date

name and address of the company you are writing to

person's name
person's title
company's name
company's address

salutation

Dear Mr. Holmes:

body of letter

First paragraph is here.

Second paragraph is here.

closing

Sincerely,

Your boss's name and title

Jose Santos
Supply Manager

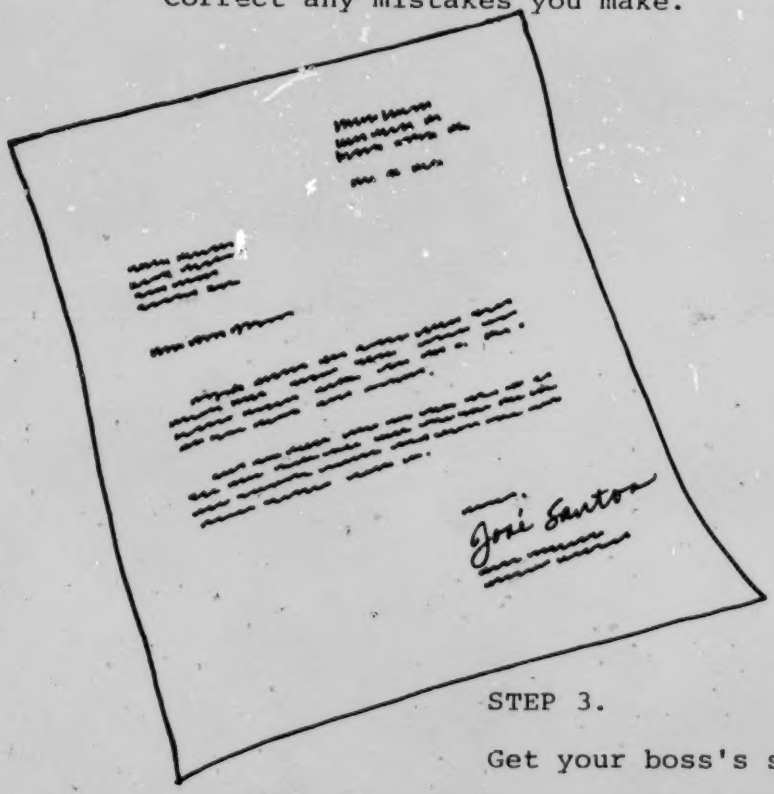
STEP 2.

Copy your letter in the correct format.

a. Get a clean sheet of paper and a pen or a typewriter.

b. Copy each part of the letter in the proper place on the paper.

c. Print or type as clearly and neatly as you can. Secretaries must present perfect copies to their bosses. Correct any mistakes you make.



STEP 3.

Get your boss's signature.

a. Give the letter to your instructor. (Pretend he or she is Mr. Santos.) Ask your instructor to read the letter to find if it is correct.

b. Ask your instructor to sign the letter by writing

José Santos

above the typed or printed name.

Now . . .

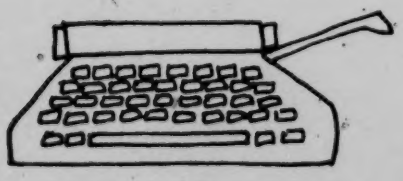
Turn to the Doing Clerical Work Reaction Form in your Program Guide. Find the Secretary page. Record your feelings about your interests and abilities in this activity. Return to this page.

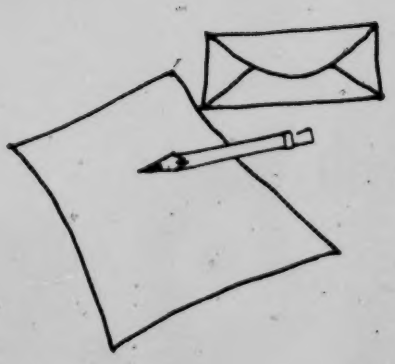
Did you enjoy being a secretary? Yes? Then here are

Some other activities:

1. Try to use a typewriter. Type a paragraph that you have written. Try not to make mistakes.

2. Talk to the school secretary or another secretary you know. Find out more about this job.



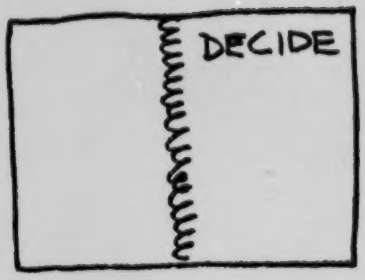


3. Write letters to your friends or your family. Practice writing your ideas on paper.

4. Sometime try to write down everything the teacher says in two minutes. You will have to write very fast! Did you get every word? Shorthand is one way to write very quickly. Find out more about shorthand.

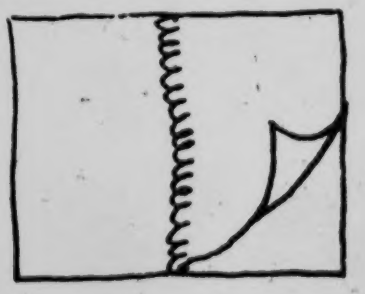
Would you like to find out more about this occupation?

yes ▶ Read DECIDE 13--Secretary.



no ▶ Turn to another Doing Clerical Work occupation:

Occupation 14--Cashier
Occupation 15--Stock Clerk
Occupation 16--File Clerk



or ▶ Look at the Self-Inventory Chart in your CAP Program Guide. Select another job function to investigate.

Secretary

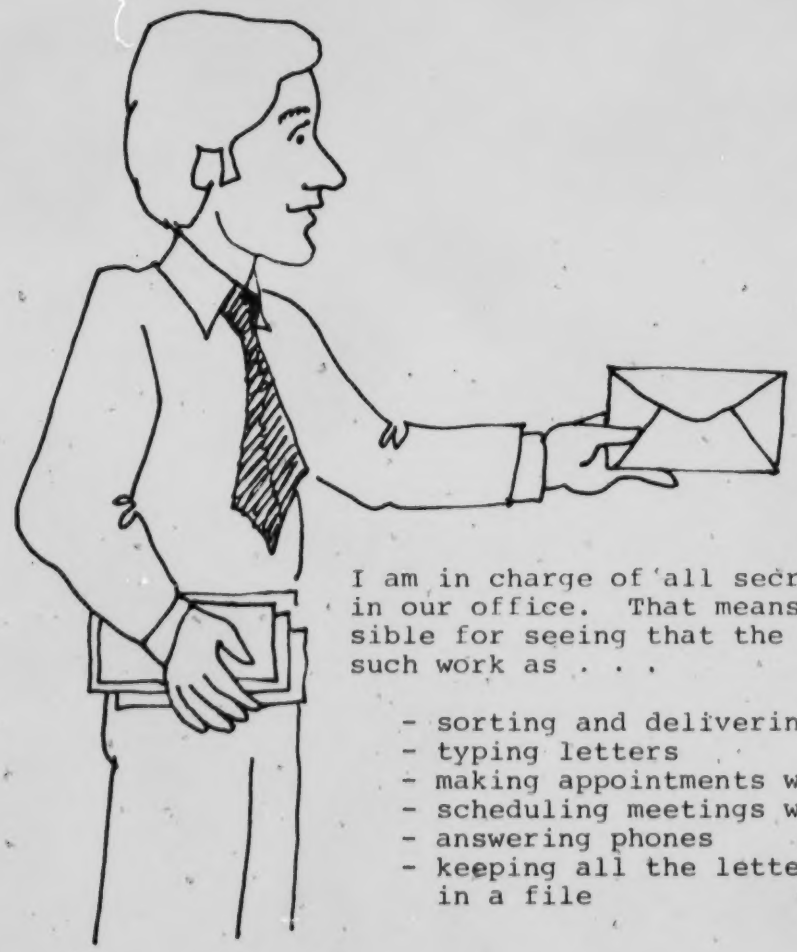
DECIDE 13

You just finished one of the tasks secretaries do each day. You now know why English, spelling, and grammar are so important to a secretary! Each letter has to be perfect.

There is much more to learn about a secretary's job. Many of your questions about the job of secretary can be answered by . . .

Talking with Paul Sommer, secretary at the Randall Publishing Company . . .

I am secretary for Ms. Randall, President of the Randall Publishing Company.



I am in charge of all secretarial work in our office. That means I am responsible for seeing that the work is done--such work as . . .

- sorting and delivering mail
- typing letters
- making appointments with customers
- scheduling meetings with employees
- answering phones
- keeping all the letters we receive in a file

Our company is big. I can't do all of the secretarial work myself. Ms. Randall has other workers to help me. I supervise two typists, who type reports and letters for Ms. Randall. I check their work to see that it is right.

I also supervise a file clerk. I organized the file system we use but the file clerk does the actual filing. Ms. Randall makes notes on all letters to be filed so the clerk can put them in the right drawer of the file cabinet.

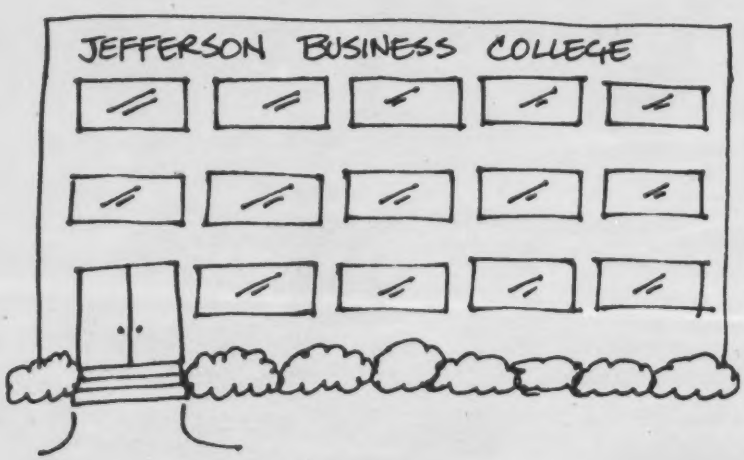
Ms. Randall and I meet each day at 8:00 a.m. We talk about special business that we will do that day. We discuss the time and place for each meeting. She tells me special jobs she wants me to do to get ready for the meetings.

After the time schedule for each day is planned, I do other things. Ms. Randall often dictates letters to me. That means she tells me what the letter should say. I copy her words in shorthand. Shorthand is a way of writing very fast by using straight and curved lines to represent parts of words.

How did you prepare for your job?

In high school I took many business courses like typing, shorthand, and bookkeeping. I learned the skills I would need to work in an office.

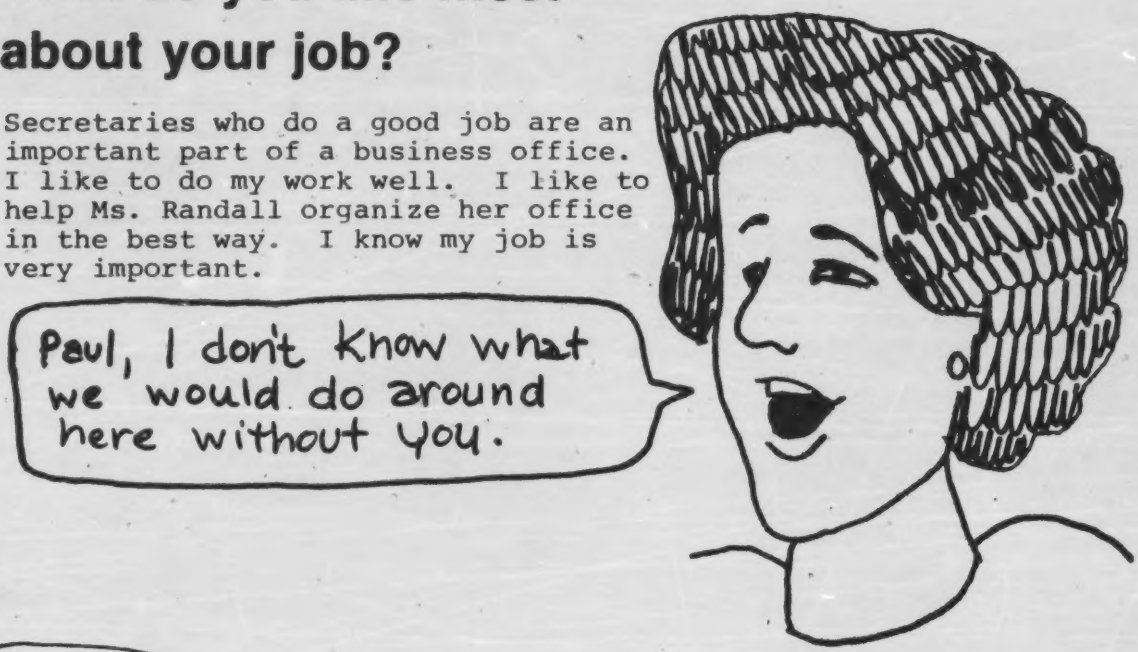
After high school I went to a business college for two years. I learned more office skills. I learned how to use many office machines.



I worked for several years as a secretary for three writers. I improved my secretarial skills. I was dependable and handled all my responsibilities well. Ms. Randall learned of my accomplishments. She promoted me to executive secretary when that job was open. My responsibilities increased, but so did my pay.

What do you like most about your job?

Secretaries who do a good job are an important part of a business office. I like to do my work well. I like to help Ms. Randall organize her office in the best way. I know my job is very important.



What do you like least?

Sometimes I have many things to do at the same time--meetings to attend, important telephone calls to answer, visitors to greet, letters to type. I become very tired and confused. I have to stop working for a minute to calm down and decide which thing is the most important to do.

Do all secretaries do the same things that you do?

No. A secretary in a large office may not do as many different jobs as a secretary in a small office. File clerks, typists, and receptionists may work with a secretary in a large office. The secretary in that office takes dictation, supervises other clerical help, and organizes office business for the employer.

In a small office, a secretary may have to type, file, answer telephones, greet visitors, order supplies, and do many other things.

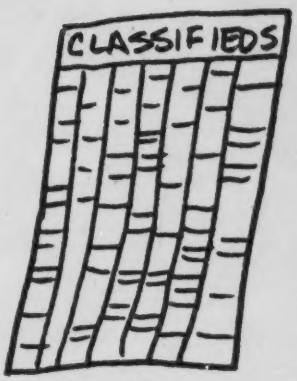
What hours do you work?

I work from 8:00 a.m. to 5:00 p.m., Monday through Friday. Ms. Randall asks me to work some evenings and weekends, but not many. Most secretaries work from 37½ to 40 hours a week.

Not all secretaries work from 8:00 a.m. to 5:00 p.m. The exact hours depend on where you work, since some offices open later than others. Part-time work is possible but not always available.

How much money do you earn?

As an executive secretary, I earn $13,000 a year. I didn't start out earning that much, though. Most beginning secretaries earn about $9,000 a year. As a secretary gains experience and improves in typing, shorthand, and other office work, the pay increases. Some executive secretaries who work in big cities earn as much as $17,000.



more experience = larger earnings + job opportunities

What is the employment outlook?

Employment outlook is excellent. Numbers of jobs should increase in next years. Positions should open as businesses grow and need large secretarial staffs. For example, insurance companies may offer new forms of protection. Banks may decide to provide more services. If so, their secretarial staffs will need to increase.

You are more likely to find a job if you know general office procedures. You should also know how to use many kinds of office machines.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in a high school, in a business school or vocational school, or in a college that has secretarial science courses.

  Typing:
  Fast and accurate typing are basic secretarial skills. Every secretary must learn to type.

  Shorthand:
  Many secretaries use this way to take notes.

  General Business:
  This course will help you understand the way businesses work.

  Business English:
  Secretaries should be able to spell and to use correct English.

  Office Practices:
  Secretaries should know how to work in an office.

  Office Machines:
  A secretary must learn how to use a typewriter, calculator, and other machines used in a business office.

- Learn about other jobs related to secretary. Some of these jobs include. . .

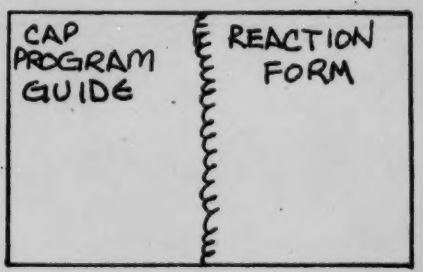
  -medical secretary
  -legal secretary
  -press secretary
  -receptionist

You can get some experience:

- Join a business club such as OEA (Office Education Association). Ask a vocational business teacher about this club.
- Practice your typing skills by typing papers for other people.
- Visit a business office and talk to secretaries about their jobs.
- Get a part-time (or full-time) job as a typist. Work in an office. Learn about office practices and the skills you will need to be a good secretary.

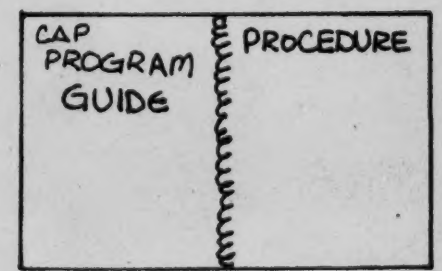
Now . . .

Turn to the Doing Clerical Work Reaction Form in your Program Guide. Answer the questions on the back of the Secretary sheet.



What Next?

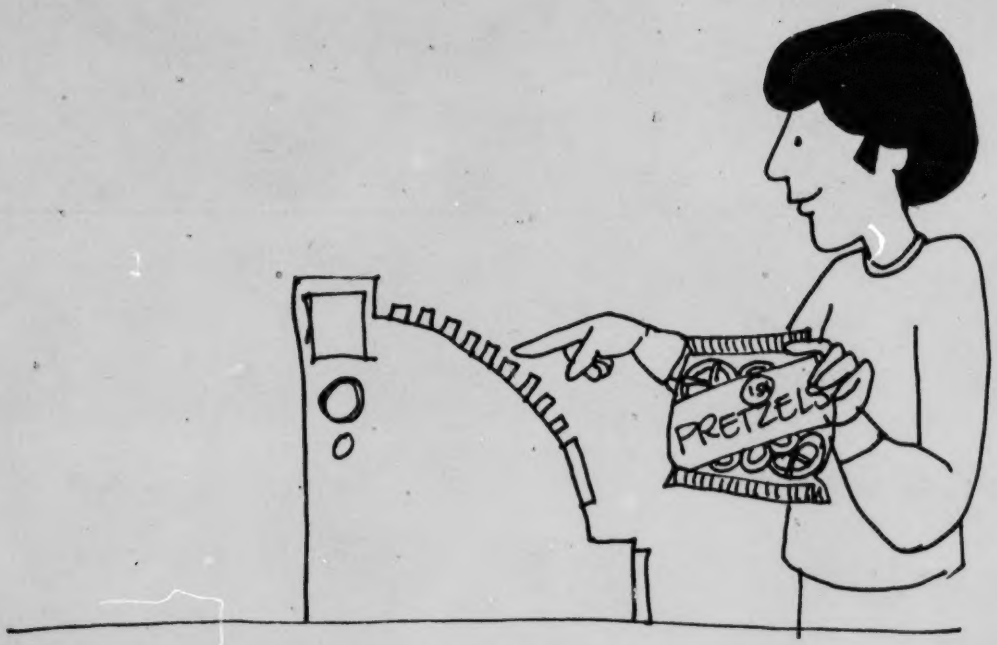
How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.



Enjoy the Career Alert Planning program!

Cashier

PERFORM 14



Cashiers work with money and with people. They usually work in stores. They serve customers by making sure that they charge the correct amount for the customers' purchases. No customer wants to be charged too much! Cashiers must work carefully as they perform their responsibilities.

Responsibilities

1. Read the price of each item.
2. Operate the cash register.
3. Handle coupons.
4. Handle cash.
5. Bag groceries.

You will learn about the many tasks in handling cash as you continue to investigate the job of cashier.

Imagine . . . YOU are a cashier.

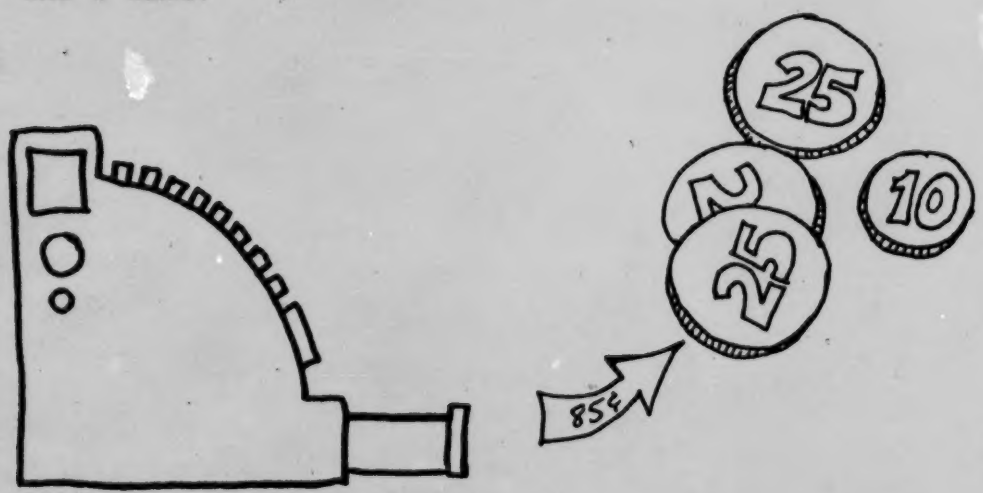
You work at the Neighborhood Grocery Store. Friday is a busy day. People are doing their weekly shopping. When they are finished, they bring their items to your cash register. You must carefully record the price of each item and total the prices on the cash register. The customers give you money to pay for their purchases.

The cash register you use <u>does not</u> show how much change to give to your customers. Therefore, you must figure out what change to give each customer. You must give the right <u>amount</u> of change and the right <u>kind</u> of change.

For example: Customer buys one pretzel.
Cost: 15 cents

Customer pays	$1.00
Grocery costs	.15
Change	$ .85

The cashier must give the least number of coins when giving change. People don't want 85 pennies. They would rather have only 4 coins: 3 quarters and 1 dime.



Today you have 10 customers at your cash register.

Your task is to give the right change to your customers.

This is what you must do:

Figure out the correct amount of change

STEP 1.

Find the cost of the groceries and the amount the customer paid to the cashier (you).

a. Look at the example below.

b. Find the cost of the customer's groceries.

c. Find how much money the customer paid.

Example:

Customer paid:	$25.00
Groceries cost:	22.40

STEP 2.

Subtract the cost of the groceries from the amount paid.

$25.00
-22.40

a. Get paper and a pencil.

b. Do the problem in the example.

STEP 3.

Record the answer in the Amount of Change column on your worksheet.

a. Turn to Worksheet 14, Cashier.

b. Find the answer to the example on Line 0. Did you get this answer? If not, try again until you do.

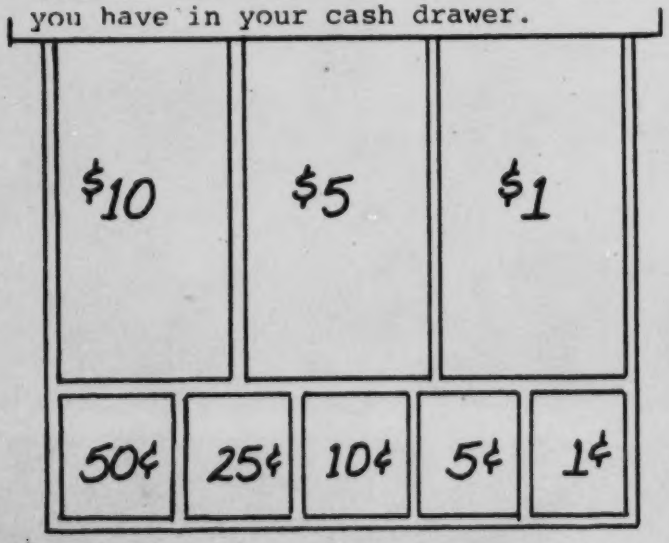
STEP 4.

Do problems 1-10 listed on page 37 of this booklet. Record your answers in the Amount of Change column on Worksheet 14.

Choose the correct kind of change

STEP 1.

Look at the kinds of bills and coins you have in your cash drawer.



STEP 2.

Find out how much change you must give to each customer.

a. Turn to Worksheet 14, Cashier.

$ 2.60

b. Read the amounts in the Amount of Change column.

STEP 3.

Choose the lowest number of coins and bills that provide the right change.

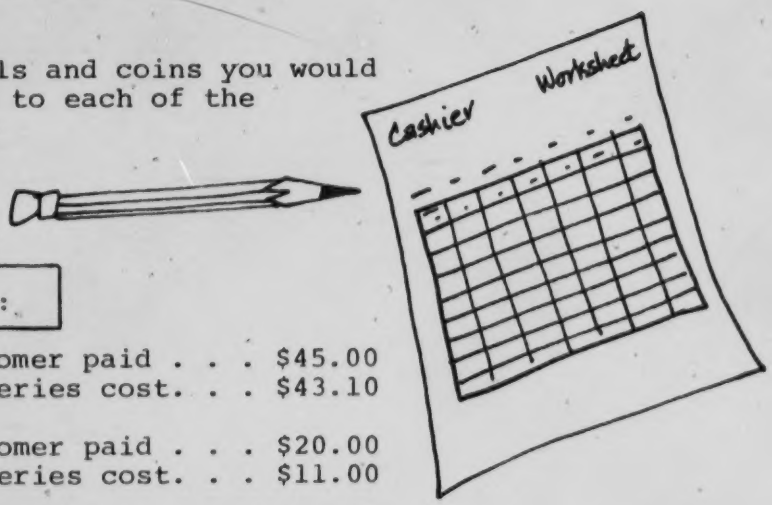
a. Read the example below.

- Look at line 0. Change is $2.60.
- What pieces of money will you use for the change? Find the biggest pieces you can use to give $2.60 change.
- $10 and $5 bills are too big. Your customer does not get that much change. Write "0" under $10 and $5 on your worksheet.
- How about $1 bills? You can give your customer two $1 bills. Write "2" under $1 on your worksheet.
- You must still give your customer $.60. You can give him one 50¢ piece. Write "1" under 50¢ on your worksheet.
- Now you need only $.10 in change. You can use one dime to make this change. Write "1" under 10¢ on your worksheet.
- You didn't need to use any quarters, nickels, or pennies. Write "0" under each of these coins on your worksheet.
- . . . and that's how to make change.

b. See how the information is recorded on line 0 of the worksheet.

c. Complete the worksheet by doing problems 1-10.

d. Record the bills and coins you would give in change to each of the customers.



Problems:

1. Customer paid . . . $45.00
   Groceries cost. . . $43.10

2. Customer paid . . . $20.00
   Groceries cost. . . $11.00

3. Customer paid . . . $15.00
   Groceries cost. . . $10.29

4. Customer paid . . . $10.00
   Groceries cost. . . $ 4.17

5. Customer paid . . . $ 5.00
   Groceries cost. . . $ 2.16

6. Customer paid . . . $30.00
   Groceries cost. . . $28.97

7. Customer paid . . . $26.50
   Groceries cost. . . $26.32

8. Customer paid . . . $30.00
   Groceries cost. . . $21.71

9. Customer paid . . . $ 7.00
   Groceries cost. . . $ 6.38

10. Customer paid . . . $50.00
    Groceries cost. . . $25.60

STEP 4.

Check your answers with the key on the next page.

Key:

Problem	change	$10	$5	$1	50¢	quarters	dimes	nickels	pennies
1.	$ 1.90	0	0	1	1	1	1	1	0
2.	$ 9.00	0	1	4	0	0	0	0	0
3.	$ 4.71	0	0	4	1	0	2	0	1
4.	$ 5.83	0	1	0	1	1	0	1	3
5.	$ 2.84	0	0	2	1	1	0	1	4
6.	$ 1.03	0	0	1	0	0	0	0	3
7.	$ .18	0	0	0	0	0	1	1	3
8.	$ 8.29	0	1	3	0	1	0	0	4
9.	$ .62	0	0	0	1	0	1	0	2
10.	$24.40	2	0	4	0	1	1	1	0

Now . . .

Turn to the Doing Clerical Work Reaction Form in your Program Guide. Find the Cashier page. Record your feelings about your interests and abilities in this activity. Return to this page.

Did you enjoy being a cashier? Yes? Then here are

Some other activities:

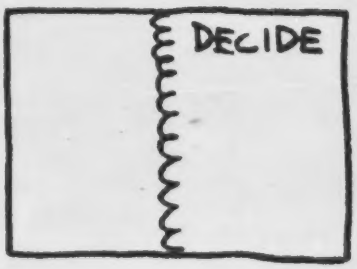
1. Go to a store and watch a cashier work for fifteen minutes. Make a list of all that the cashier does.

2. Ask a cashier to tell you how each button on the cash register is used. Find out how a cashier knows which button to push for each item.

3. Get a game that has play money like "Monopoly." Use the play money to practice making change.

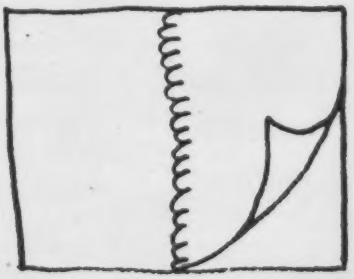
Would you like to find out more about this occupation?

yes ▶ Read DECIDE 14--Cashier



no ▶ Turn to another Doing Clerical Work occupation.

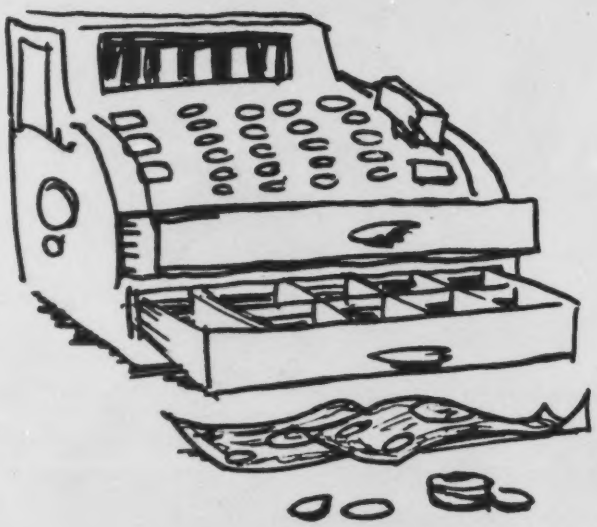
Occupation 13--Secretary
Occupation 15--Stock Clerk
Occupation 16--File Clerk



or ▶ Look at the Self-Inventory Chart in your CAP Program Guide. Select another job function to investigate.

Cashier

DECIDE 14



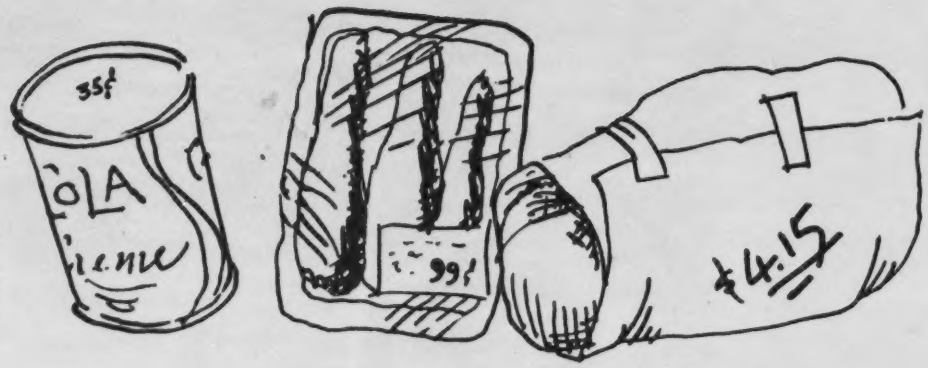
You have finished one of the tasks a cashier does. You decided the right coins and bills the customer should receive as change. Every cashier needs to be able to do this quickly and correctly.

There are many kinds of cashiers. The things they do depend on the kind of company they work for. Now you will learn more about what cashiers do and how you can become one.

Talking with Lisa Harris, a cashier at the Food Mart . . .

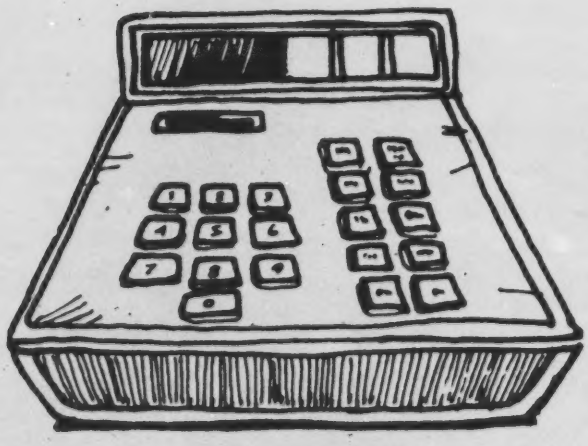
I come to my job at the Food Mart about 9:30 a.m. First I put on an apron. It is my uniform. Then I get a cash register drawer from the manager's office. I have to count the money in the drawer to be sure I have the right amount of money at the beginning of the day. Then I check my cash register and counter for the supplies I need.

The store opens at 10:00 a.m. I always say "hello" to my customers with a smile. I try to be friendly.



When a customer decides what to buy, I carefully read each price. Then I push the buttons on the cash register to add the prices. I tell the customer the total price for all the things he or she wants.

When my customer pays me, I must be sure to give the correct change. Then, I put the groceries in bags.



Sometimes my customers have coupons for buying things at a lower price than that marked on the food. I subtract the value (amount of money) of the coupon from the price. Then I punch that new price on the cash register.

Many of our customers pay by check. Then I must ask for some identification. I usually ask to see a driver's license and a charge card. I write the customer's charge account number and driver's license number on the back of the check. Then I ask the manager to look at the check.

When I have no customers, I count coupons, help put up signs near the front of the store, and put groceries on the shelves.

Before I go home I have to count the money in my cash drawer. I must pay attention to what I am doing.

How did you prepare for your job?

I worked here part-time while I was in high school. I worked in the produce department. After three months I was taught how to be a cashier.

The head cashier worked with me to show me what to do. I practiced how to use a cash register. During my first week at work, the head cashier watched how I checked out groceries. Sometimes he would be right there with me. Other times he would work at the cash register next to me. Now I work full time.

What do you like most about your job?

I like using a cash register--I think it's fun! I like to work with numbers and money, too.

I like working with people. My job is interesting because I meet many different kinds of people.

Another nice thing about my job is that I get my aprons free. I don't have to buy lots of different clothes to wear to work.

What do you like least?

I have to be very careful with the money. If I don't have the right amount of money in the drawer at the end of the day, I have to report it to my boss. I would lose my job if that happened very often. The thought of that makes me nervous.

Do all cashiers do the same things that you do?

No. There are many other kinds of cashiers. Some of them keep records, fill out charge forms, prepare cash for bank deposits, and make out sales tax reports. Some cashiers watch for shoplifters who steal things from the store! Head cashiers teach new cashiers how to do their tasks.

Cashiers who do more things often earn more.

What hours do you work?

I work from 9:30 a.m. to 6:00 p.m. on Monday, Wednesday, Thursday, Friday, and Saturday. I don't work Tuesday and Sunday.

Most full-time cashiers work 40 hours a week. Some work during the day and others work at night. The hours depend on when the store is open. Most cashiers must work on some holidays and weekends as these are especially busy times.

How much money do you earn?

I earn $4.50 an hour now. I have been a cashier for several years. When I started I only earned $3.35 an hour. All new employees at the Food Mart receive $3.35 an hour. After 3 months they can get a raise.

What is the employment outlook?

Job openings for cashiers are expected to be plentiful through the next years. This is because the occupation is large and the turnover is high. Nearly half of all cashiers work part time. Therefore, this occupation is good for people who must limit their number of work hours.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in your high school or in a business or vocational school.

  Business Mathematics:
  Cashiers must be able to subtract, multiply, and divide.

  General Business:
  It is helpful to know about businesses and how they operate.

  Communications:
  It is important to be able to talk with your customers.

  Bookkeeping:
  This course will help you learn to keep records of the prices of things you sell.

- Learn about other jobs related to cashier. Some of these jobs include. . .

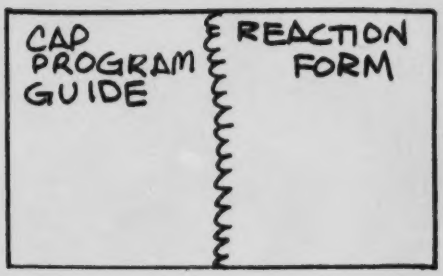
  -hotel cashier
  -ticket clerk
  -toll collector
  -gambling cashier

You can get some experience:

- Volunteer to sell tickets for school activities like basketball games, musical concerts, and plays.
- Get a part-time job as a cashier in a store.
- Watch cashiers when you buy things in stores. Watch how fast the cashiers can make change.
- Talk with a cashier to find out more about this job. Spend a few minutes talking about how you might become a cashier.

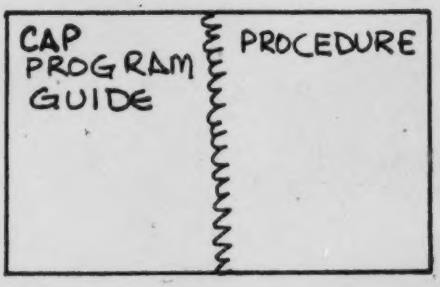
Now . . .

Turn to the Doing Clerical Work Reaction Form in your Program Guide. Answer the questions on the back of the Cashier sheet.



What Next?

How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.



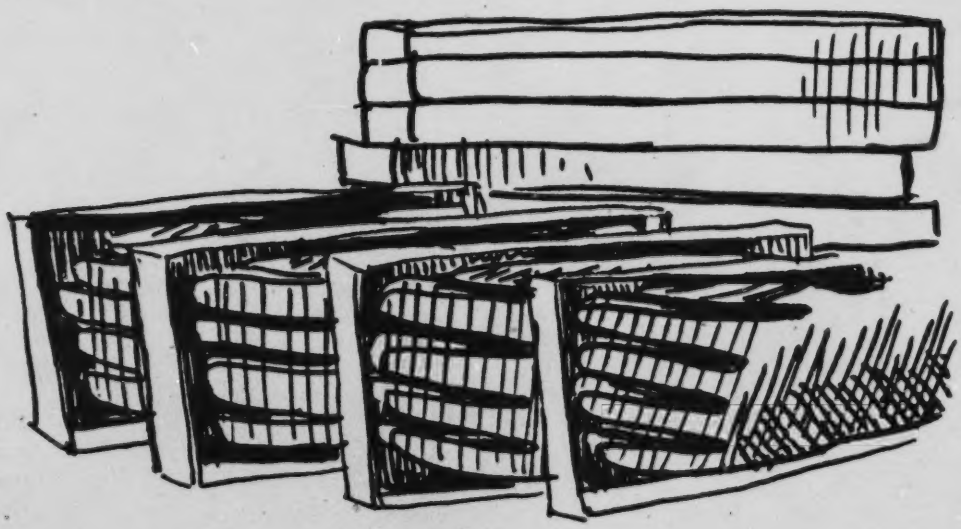
Enjoy the Career Alert Planning program!

Stock Clerk

PERFORM 15

Some companies sell goods. Other companies make goods. Both kinds of companies need stock clerks to keep their stockrooms in order. Stockrooms are rooms where companies keep extra goods.

For example, a store may keep 10 boxes of gloves at the sales counter. If the salespeople sell these gloves, the store will need to get others. It takes a long time to get goods delivered to a store. So, stores order goods before they need them. They keep these goods in the stockroom.



Stock clerks have a lot to do! Their responsibilities include the following:

Responsibilities

1. Check shipments of incoming goods.
2. Unload, stock, and label goods.
3. Take an inventory of goods in stock.

Imagine . . . YOU are a stock clerk.

You work for a men's clothing store.
You work in one of the stockrooms.

Your task is to keep the stockroom in good order.

This is what you must do:

Check the shipments

STEP 1.

Find your materials. You will need:

Order forms

(Find these forms on Worksheet 15a, Stock Clerk.) Your store ordered goods from 6 different companies. The numbers and kinds of goods ordered from each company are listed on each form.

Shipments sheet

(Find this sheet on page 55 of this booklet.) The Shipments sheet lists all the goods that were delivered today. Sometimes companies send an entire order in one shipment. Other times they send only part of an order. You must use this Shipments sheet to check how much of each order was delivered.

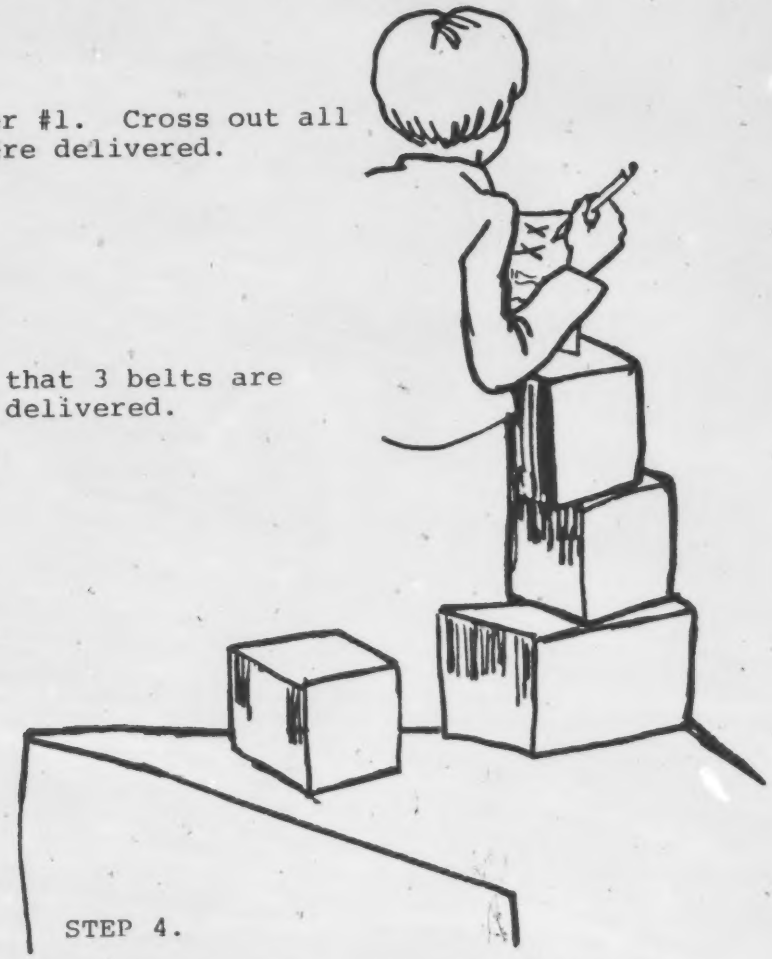
STEP 2.

Look at the Shipments sheet. Read the items delivered on Order #1.

STEP 3.

Now, look at Order #1. Cross out all the items that were delivered.

You can see that 3 belts are still to be delivered.



STEP 4.

Check the items that were delivered on each of the other orders. Cross out as you go.

SHIPMENTS

Order #1:

8 scarfs
10 gloves
7 handkerchiefs
6 ties

Order #2:

8 gloves
8 belts
8 handkerchiefs
5 scarfs
10 ties

Order #3:

10 belts
7 scarfs
10 handkerchiefs
8 ties

Order #4:

6 gloves
2 scarfs
5 handkerchiefs
4 ties
6 belts

Order #5:

9 gloves
7 scarfs
9 handkerchiefs
5 belts

Order #6:

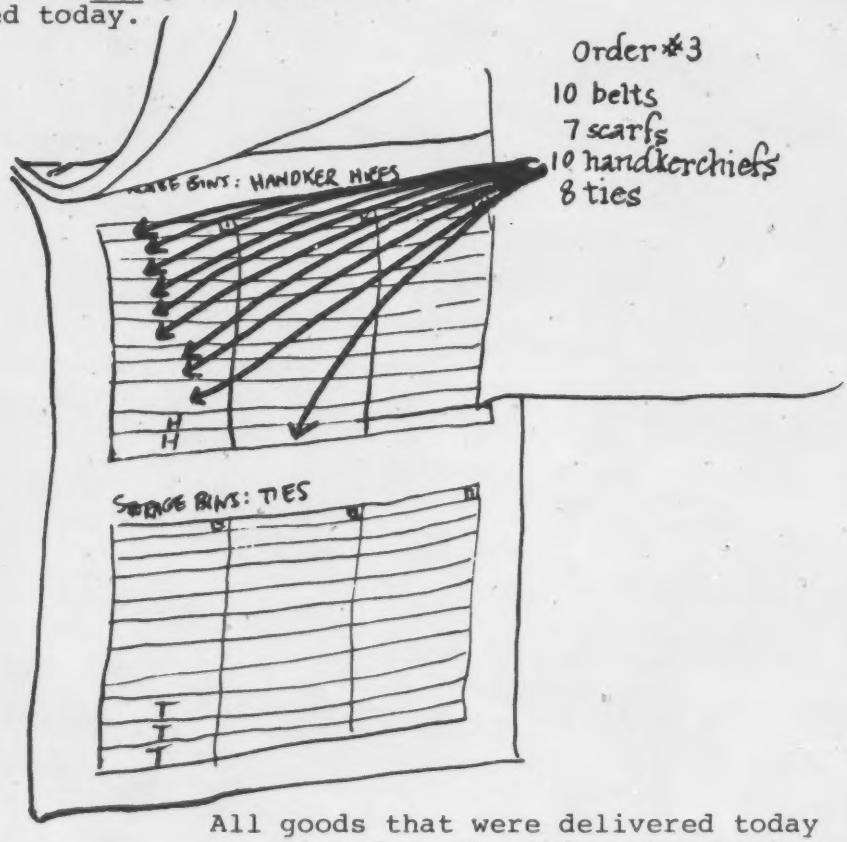
9 ties
7 gloves
5 handkerchiefs
4 belts
4 scarfs

Unload, stack, and label goods

STEP 1.

Find your materials. You will need the Shipments sheet (page 55) and the Storage Bins sheets (Worksheet 15b, Stock Clerk).

Look at the Storage Bins sheets. Some bins already have goods in them. You will add the new goods that were delivered today.



All goods that were delivered today are listed on the Shipments sheet. Your job is to put each item in the right storage bin and then label each one. To learn how to do this, go to STEP 2.

STEP 2.

Look at the Shipments sheet. Read the first item under Order #1: "8 scarfs."

STEP 3.

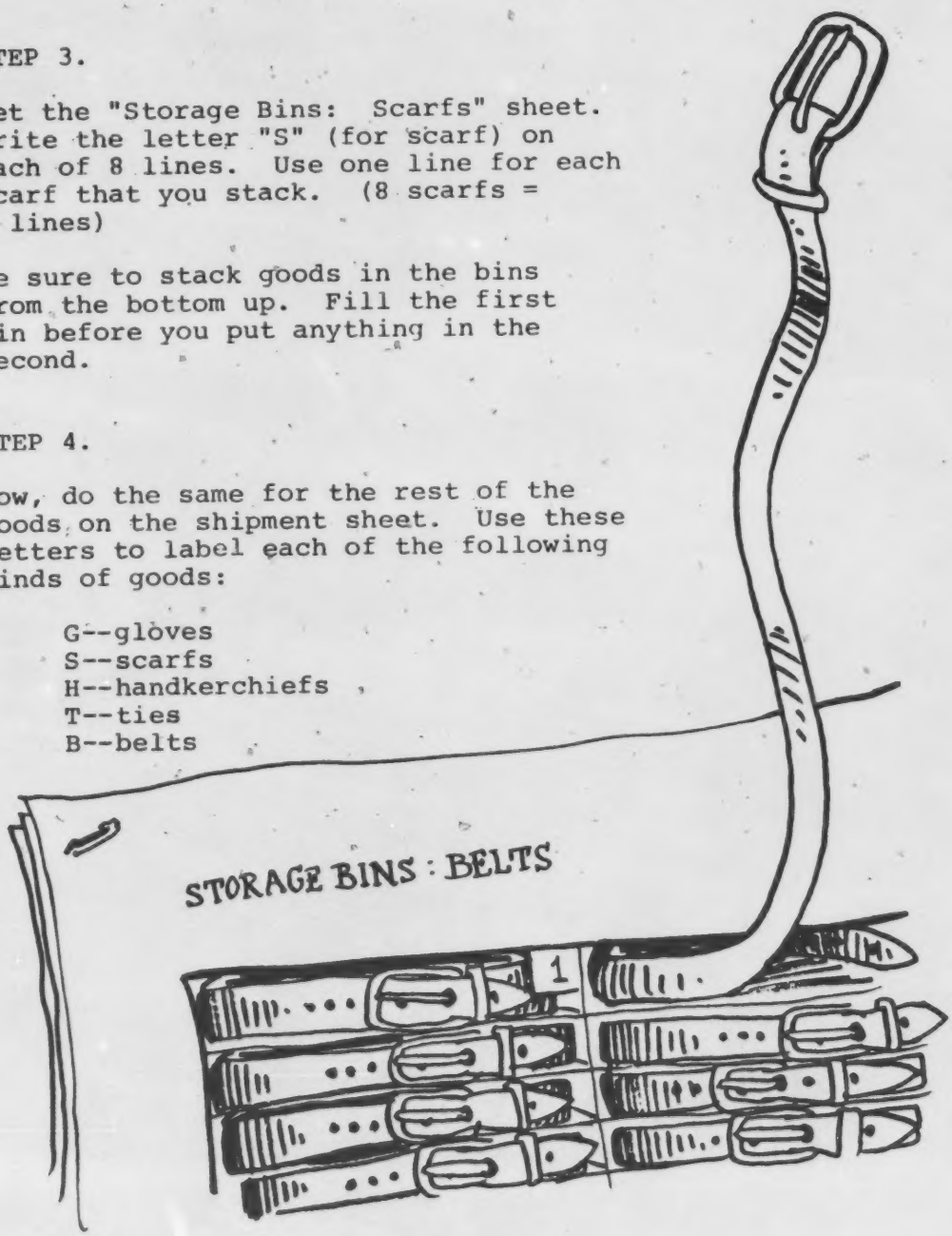
Get the "Storage Bins: Scarfs" sheet. Write the letter "S" (for scarf) on each of 8 lines. Use one line for each scarf that you stack. (8 scarfs = 8 lines)

Be sure to stack goods in the bins from the bottom up. Fill the first bin before you put anything in the second.

STEP 4.

Now, do the same for the rest of the goods on the shipment sheet. Use these letters to label each of the following kinds of goods:

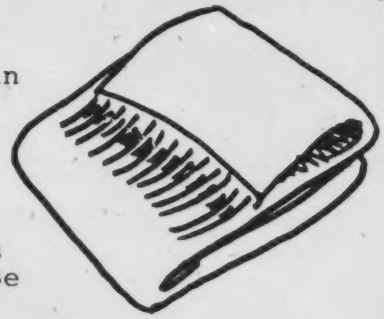
G--gloves
S--scarfs
H--handkerchiefs
T--ties
B--belts



Do you think you put the right number of items in each bin? To find out:

Take an inventory

An inventory is a count of items on hand. You will need the Storage Bins sheets and the Inventory sheet, located on Worksheets 15b and 15c.



You must count the number of goods in each storage bin area.

STEP 1.

Find out how many scarfs you have in the "Storage Bins: Scarfs" area. Be sure to count the scarfs that were already there.

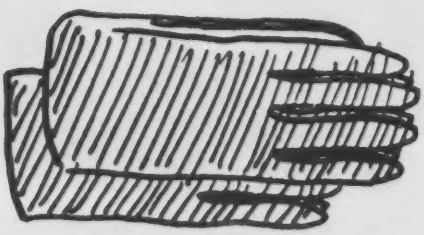
Did you say 35? Good! Write that number on the Inventory Sheet.

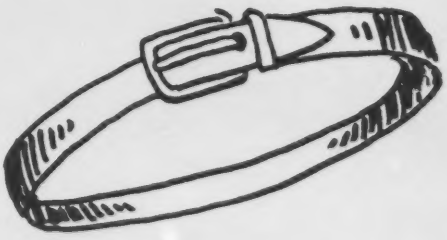
STEP 2.

Now, count the number of gloves, handkerchiefs, ties, and belts in the stockroom too. Write these numbers on the Inventory sheet.

STEP 3.

Check your answers. Use the key on the bottom of page 59.





Now . . .

Turn to the Doing Clerical Work Reaction Form in your Program Guide. Find the Stock Clerk page. Record your feelings about your interests and abilities in this activity. Return to the next page, page 60.

Key:

Items	Number in bins
Scarfs	35
Gloves	44
Handkerchiefs	46
Ties	40
Belts	37

INVENTORY Date: _____

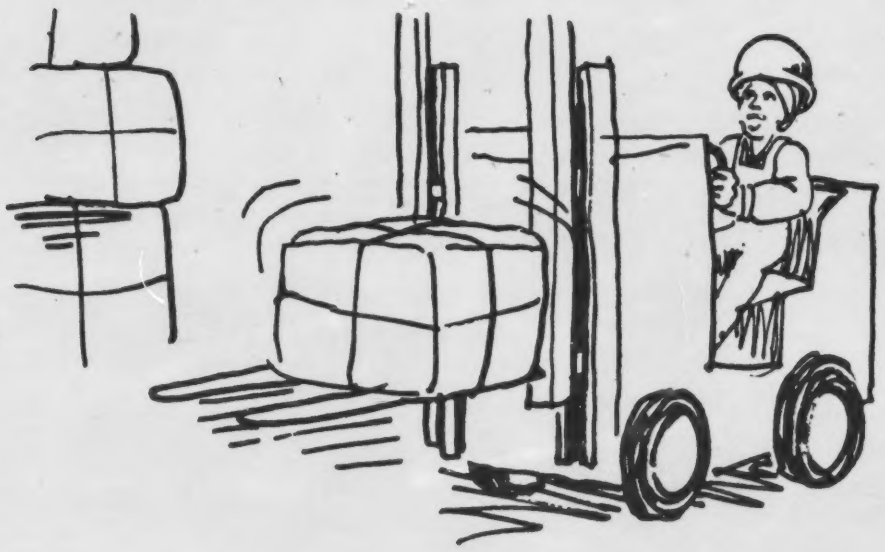
Did you like being a stock clerk?
Then you might like to try

Some other activities:

1. Go to a department store. Ask to see the stockroom. Ask to see their inventory sheets. Find out how often they do an inventory.

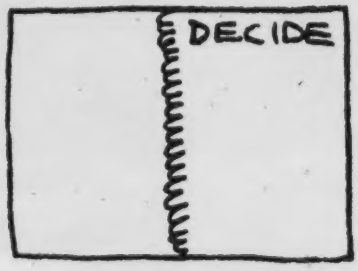
2. Visit a manufacturing plant. Ask to see their stockrooms. Talk with a stock clerk. Think about how their stockrooms differ from those in a department store.

3. Talk with a grocery store manager. Talk with the stock clerk. Find out if the store hires students to work part time.



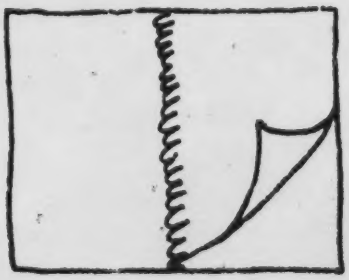
Would you like to find out more about this occupation?

yes ▶ Read DECIDE 15--Stock Clerk.



no ▶ Turn to another Doing Clerical Work occupation.

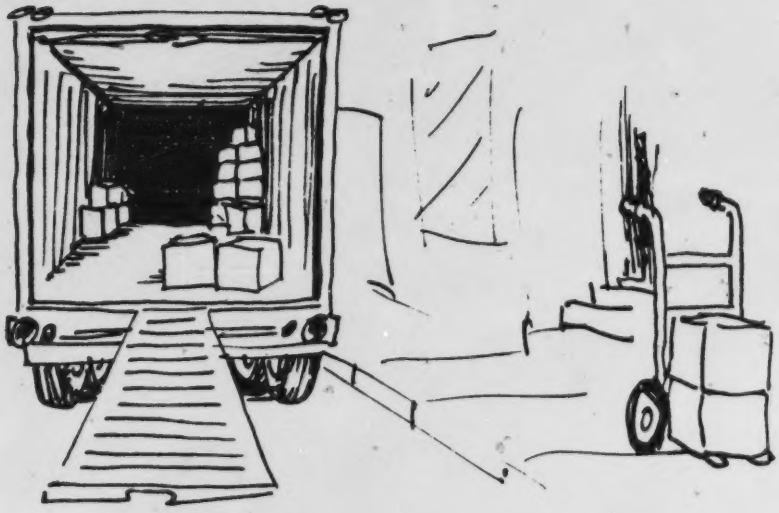
Occupation 13--Secretary
Occupation 14--Cashier
Occupation 16--File Clerk



or ▶ Look at the Self-Inventory Chart in your CAP Program Guide. Select another high-ranking job function to investigate.

Stock Clerk

DECIDE 15



You have just done some of the things stock clerks do. You checked shipments. You unloaded, stacked, and labeled goods. You took inventory. You learned a lot about organizing.

Stock clerks do much more. In the next pages, you will find out more about the job of stock clerk. This information will help you DECIDE if you would like to be a stock clerk.

Talking with Sandy Shea, stock clerk . . .

I work in the stockroom of a big department store. It is hard work! I help unload shipments of goods. Some of these boxes are heavy. I do a lot of lifting and bending.

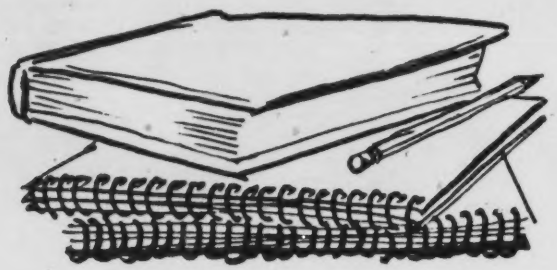
I also make sure that goods are stored in the right way. For example, shirts should be placed flat on a shelf. They should not be stacked on end.

Some goods need special care. These are goods like glasses, dishes, and mirrors. I put these goods in safe places. I make sure they cannot fall and break.

I am developing valuable skills as I perform my duties. I am learning how to keep accurate records and how to organize materials.

How did you prepare for your job?

I took math and bookkeeping in high school. When I was 17, I got a part-time job as stock clerk. I worked for a small shoe store. That experience helped me learn some of the things stock clerks do.



Do all stock clerks do the same things that you do?

Yes, but in different ways. Some stock clerks work for furniture manufacturing companies. They do more heavy lifting than I do. They work in bigger storerooms. This is because they need more space to store furniture. They do a lot of walking.

Some stock clerks work in grocery stores. They are very busy! They spend a lot of time moving goods from the stockroom to the grocery shelves. They do many inventories.

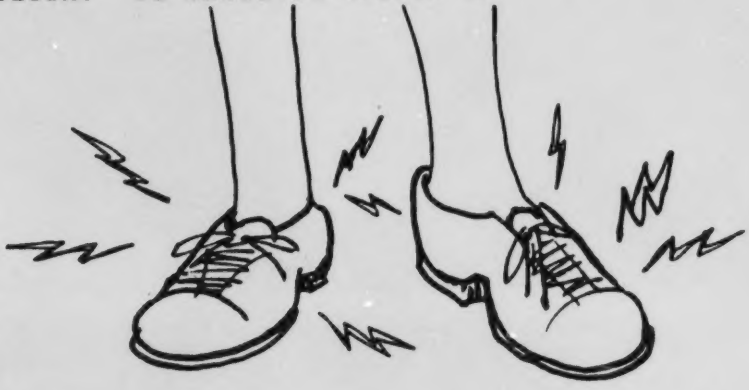
What do you like most about your job?

I like working by myself. I don't have to talk with people all day. I have time to think. Sometimes I listen to the radio while I work.

I like putting things in order and keeping records. I like knowing everything about the stockroom. People come to me because I can answer their questions. I can help them.

What do you like least?

Sometimes I get tired standing all day. This is a real problem when I don't get enough sleep the night before. I try to eat good meals and to get enough rest. Being in good health is important to a stock clerk. It makes it easier to do the job.



How much money do you earn?

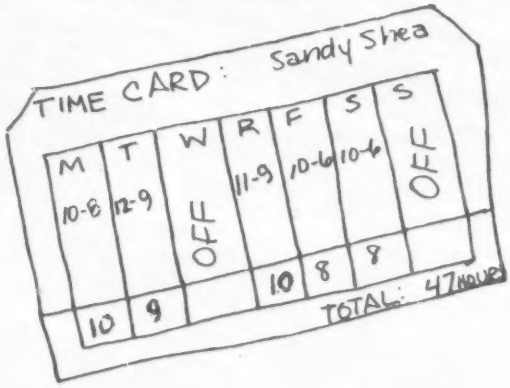
Stock clerks earn from $7,000 to $11,000 a year. A young person just out of high school earns less than a person with experience.

Earnings also depend on the kind and amount of work to be done. Stock clerks who do lots of heavy lifting often earn more than those who don't. Also, stock clerks earn more when they have many different kinds of tasks to do.

What hours do you work?

I work 40 to 50 hours a week. If I work over 40 hours, I get paid extra for overtime. I usually work during hours when the store is open. This means that sometimes I work on Saturday. I also work one or two evenings a week.

Some stock clerks work for manufacturing companies. These people work more regular hours. They work 8 hours a day, 5 days a week.



What is the employment outlook?

The largest number of jobs will continue to be in large companies. However, the jobs fill quickly. This is because people who apply for entry-level, unskilled positions are often hired as stock clerks. Grocery stores and large manufacturing firms employ the greatest number of stock clerks.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in your high school or in a business or vocational school.

  Math:
  Stock clerks must be good at arithmetic.

  Bookkeeping:
  Stock clerks must know how to keep good records.

  Typing:
  It is helpful to know how to type. It makes it easier for stock clerks to keep neat records that are easy to read.

- Learn about other jobs related to stock clerk, such as . . .

  -order clerk
  -salesclerk
  -shipping clerk

You can get some experience:

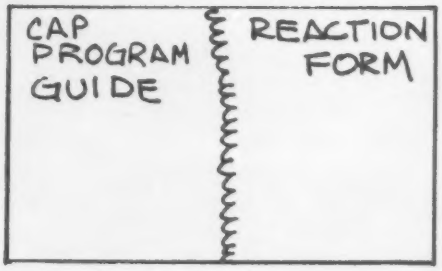
- Visit different kinds of stockrooms. Ask various stock clerks about the kinds of jobs they do.

- Find out if stores hire students to work part-time as stock clerks. Try to get a part-time job so you can tell if you like that kind of work.

- Work for a department store, manufacturing company, or wholesale supplier. As you gain experience, you might be put in charge of many storerooms. Courses in management and accounting might be helpful.

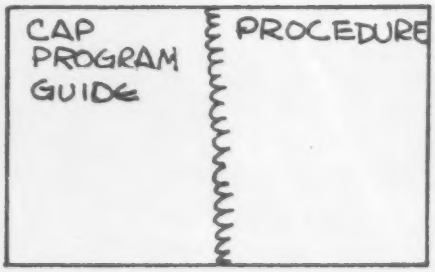
Now . . .

Turn to the Doing Clerical Work Reaction Form in your Program Guide. Answer the questions on the back of the Stock Clerk sheet.



What Next?

How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.



Enjoy the Career Alert Planning program!

File Clerk

PERFORM 16

A file clerk's job is to keep business papers in a special order. This is called filing the papers. Filing makes it easy to find the papers one needs. If papers are filed wrong, they can be lost or very hard to find.

File clerks must organize their work well. They must also read carefully and spell correctly.

Some responsibilities a file clerk has are listed below.

Responsibilities

1. Sort mail.
2. Deliver mail.
3. Retrieve information.
4. Establish new files.
5. Maintain files.

You will learn one way to maintain files as you PERFORM the following activity.

Imagine . . . YOU are a file clerk.

You work for the Wilke store. The store keeps a card for each charge account customer. These cards are kept in a special file.

Each week the store gets new customers. The customers' names are placed on cards. The cards must be kept in the file. They must be placed in the right order so that they can be found easily.

Your task is to file the cards.

This is what you must do:

Find out the way your company files its customer cards

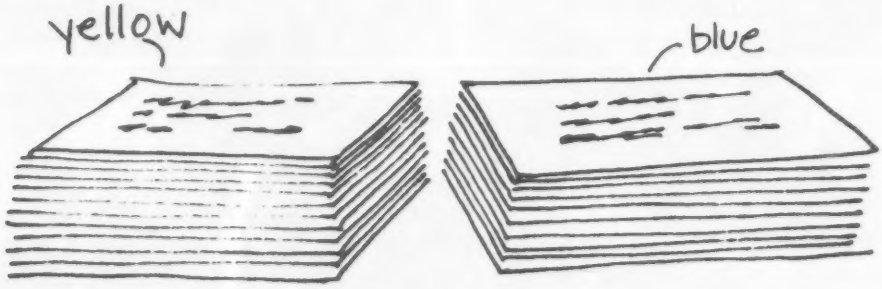
STEP 1.

Get your materials.

a. Turn to Worksheet 16, File Clerk.

b. Tear out the 2 pages of "new" cards. These cards are for new customers.

c. Tear out the one page of "old" cards. These cards are for old customers.



d. Get scissors and cut out the cards.

e. Keep the "old" cards in one stack.
Keep the "new" cards in another stack.

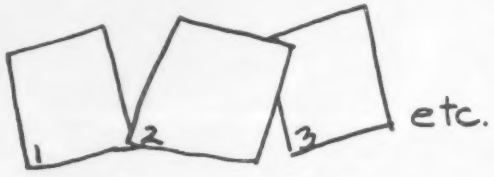
STEP 2.

Look at the names on the cards. The person's last name is first. The person's first name is second. For example, Ken Adams is ADAMS, Ken. The cards are put in order by the last name.

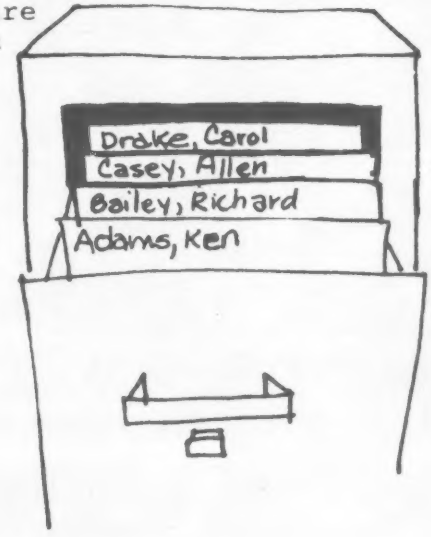
STEP 3.

Look at the cards that are already in the file.

a. Place the"old" cards in order. Arrange according to the number in the lower left-hand corner of the card.



b. Notice the cards are in alphabetical order. This means the cards are arranged like the alphabet--in A--B--C--D order.



Sometimes two names will start with the same letter. For example, the last names of Rita Nelson and Peggy Nielson both start with N. Which name goes first?

The answer is to look at the second letter of the name. Put the names in A-B-C order by the second letter of the name.

Nelson comes before Nielson because "e" comes before "i" in the alphabet.

Nelson, Rita

Nielson, Peggy

If the second letter of two names is the same, alphabetize them by the third letter. If the third letter is the same, use the fourth letter.

Drake

Drape

If two cards show the same last name, use the first letter of the person's first name to alphabetize.

Drake, Carol

Drake, Vernon

Alphabetize the new cards

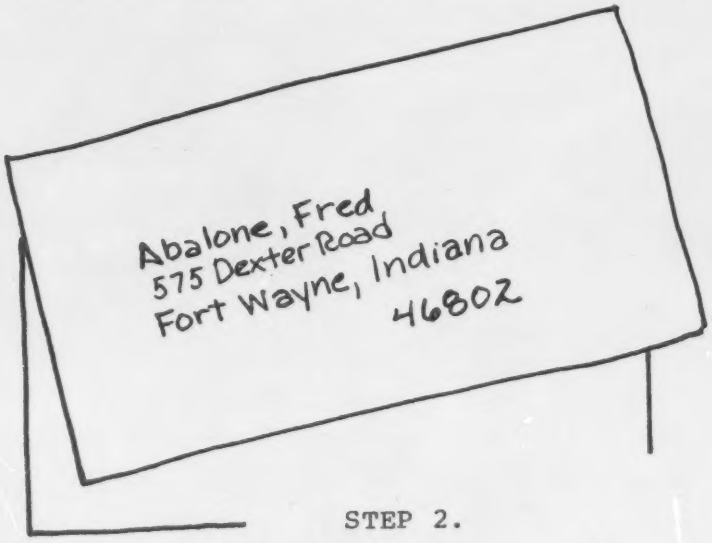
STEP 1.

Find all the "new" cards that start with A.

There are two, right? The names are Bill Aberdeen and Fred Abalone. Which name should come first?

If you said Abalone, you are right.

Abalone
Aberdeen



STEP 2.

Now, look for "new" cards that start with B. If there are none, go on to C. Continue through the alphabet in this way. Put all the "new" cards in the right order. Check your work with the key at the bottom of the next page.

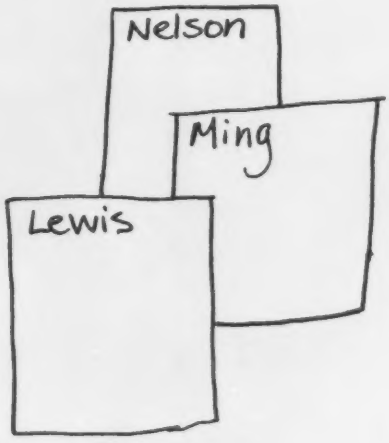
Insert the new cards into the existing file

STEP 1.

Place the alphabetized stacks of "new" and "old" cards side by side.

STEP 2.

Fit the "new" cards into the stack of "old" cards. Keep the alphabetical order correct.

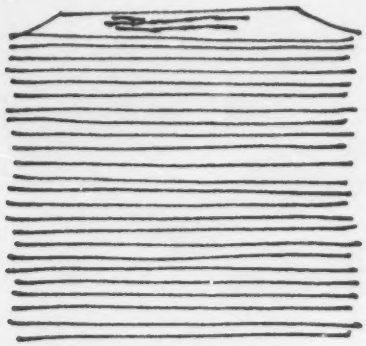


Key - "New" Cards

Abalone, Fred	Jones, Arlen
Aberdeen, Bill	Krakhauer, John
Adams, Ruth	Lipstein, Jim
Bailly, Ann	Ming, Wu
Coleman, Velda	Nyang, Sen
Drape, Harlan	Pritz, Edward
Eberle, Glen	Pryce, Ralph
Esterle, Carl	Rose, Charles
Hannibal, Greta	Unger, Marilou
Hanns, Martin	Watters, Henry

STEP 3.

Check to make sure that all of the cards are in alphabetical order. Check your work with the key below.



Key:

Abalone, Fred
Aberdeen, Bill
Adams, Ken
Adams, Ruth
Bailey, Richard
Baily, Ann
Casey, Allen
Coleman, Velda
Drape, Harlan
Drape, Jo
Eberle, Glen
Esterle, Carl
Gander, Levi
Hannibal, Greta
Hanns, Martin
Jones, Arlen
Jones, Larry
Krakhauer, John
Lipstein, Jim
Lewis, Mona
Ming, Wu
Nelson, Rita
Nielson, Peggy
Nyang, Sen
Pritz, Edward
Pryce, Ralph
Rose, Charles
Ruth, Ruth
Unger, Marilou
Watters, Henry

Now . . .

Turn to the Doing Clerical Work Reaction Form in your Program Guide. Find the File Clerk page. Record your feelings about your interests and abilities in this activity. Return to this page.

Did you enjoy being a file clerk? Yes? Then here are

Some other activities:

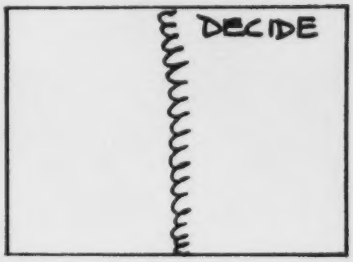
1. Write the names of twenty of your friends. Then put the list in alphabetical order by their last names.

2. Visit an office. Watch a file clerk at work. Find out what that person does.

3. Write the telephone numbers of 20 friends. Put them in order by number, from low to high.

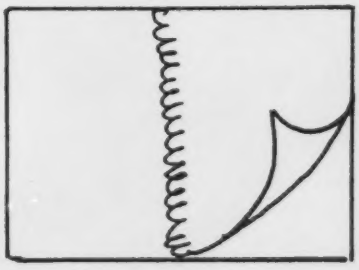
Would you like to find out more about this occupation?

yes ▶ Read DECIDE 16--File Clerk.



no ▶ Turn to another Doing Clerical Work occupation:

Occupation 13--Secretary
Occupation 14--Cashier
Occupation 15--Stock Clerk

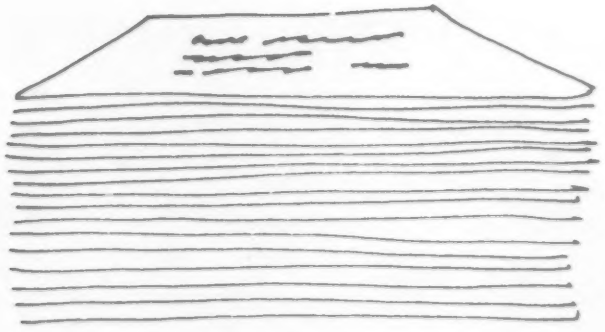


or ▶ Look at the Self-Inventory Chart in your CAP Program Guide. Select another high-ranking job function to investigate.

File Clerk

DECIDE 16

You have finished doing one of the tasks a file clerk does each day. You filed names in A-B-C order. You had to work carefully to put the names in order. You had to understand and follow directions.



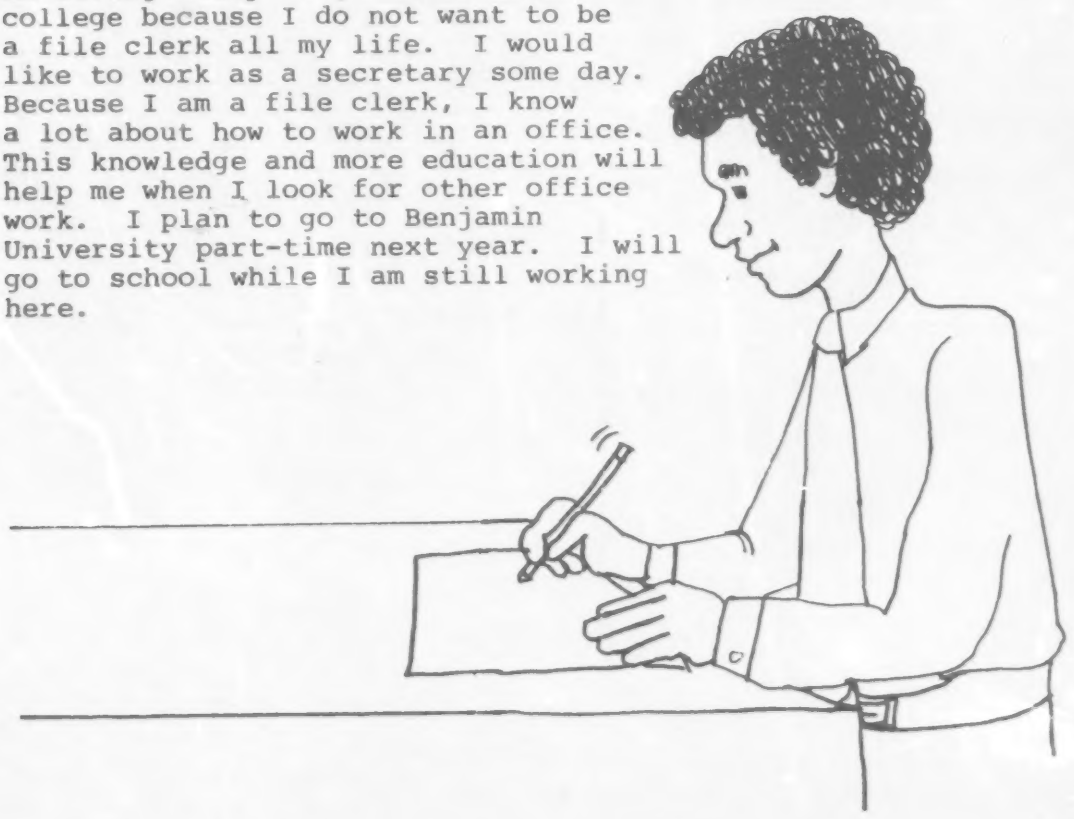
But that is not all that file clerks do. There is much more. In the next pages, you will learn more about what a file clerk does. These facts will help you DECIDE if you would like to be a file clerk.

Talking with Clark Hampton, a file clerk at J.C.T. Corporation . . .

My main task is to file shipping orders and other important papers at J.C.T. I also sort and deliver mail to the managers' offices on my floor. Sometimes an office manager gives me papers and reports to copy on a large duplicating machine.

My work is not difficult but it needs to be done right! If the papers that I file are lost or filed in the wrong place, it could cause a lot of trouble.

I enjoy doing this type of work. I am saving money to go to business college because I do not want to be a file clerk all my life. I would like to work as a secretary some day. Because I am a file clerk, I know a lot about how to work in an office. This knowledge and more education will help me when I look for other office work. I plan to go to Benjamin University part-time next year. I will go to school while I am still working here.



Many file clerks are not preparing for other jobs. But, if they are conscientious in their work and if they are willing to learn, they are usually given more responsibilities. Then they are also paid more money. This job gives them valuable experience working in an office.

How did you prepare for your job?

I learned how to file in high school. I also took a course in office practices and procedures. It was given in the evening at our high school.

I had to take a test before I was hired. Not all companies give these tests. But I was happy to know I could pass the test.

What hours do you work?

I work from 8:00 a.m. to 5:00 p.m., Monday through Friday. Most file clerks work a 40-hour week. The exact hours depend on the place of business. Each business sets its own work hours.

Part-time work is frequently available. The hours a part-time employee works are determined by the employer.

Do all file clerks do the same things that you do?

All file clerks file things. Some file different things than others.

Each office has its own ways of filing things. Some file clerks file by hand. Others use automatic filing machines. These large machines hold many papers in special drawers. When the file clerk pushes a button, the machine brings the correct drawer to him.

Some file clerks file microfilm. Microfilm is a narrow piece of film that contains tiny photographs of papers. One piece of microfilm holds many photographs. Information on microfilm can be kept in a very small place.

File clerks who file microfilm use a special machine to read it. The file clerk puts the microfilm in the machine. The machine shows the photographs on a screen that makes them look bigger. The file clerk can read the print and see where to file the microfilm!

What do you like most about your job?

My work is not difficult and I don't have to hurry. I have enough time to do my work well. I like that. Also, I enjoy keeping things in good order. I know it helps others to find the information they need.

What do you like least?

When I file the same kind of information for a long time, I get bored. I have to try hard to keep my mind on my work!

I'm glad that I do some other jobs in the office. That helps to break up my day.

How much money do you earn?

A file clerk with no experience may begin with a salary of $7,000 a year. However, those with some experience and training earn as much as $10,000 a year. I earn $7,500. Earnings are usually greater when one works in a large city or for a large company.

What is the employment outlook?

One can expect increasing and steady employment for file clerks. As businesses expand, they create a need for more and better recordkeeping. However, more computers will be used to store information. Job seekers who have typing, computer, and other office skills have a better chance of finding work than do other, less-experienced applicants. Those with high school diplomas also have a better chance of getting jobs.

Do you want to learn more about this job?

You can get more education:

- Take the following courses in a high school or in a business or vocational school.

  Bookkeeping:
  A file clerk has to know how to organize files and information.

  General Business:
  A file clerk should know how businesses work.

  Typing:
  When working in an office, it is helpful to know how to type. You may have to type letters or file cards sometimes.

- Learn about other jobs related to file clerk. Some of these jobs include. . .

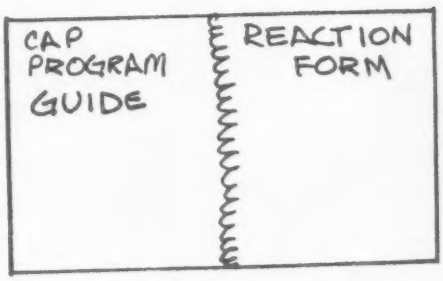
  -customer order clerk
  -medical records file clerk
  -library clerk
  -billing clerk

You can get some experience:

- Get a summer job as a file clerk for a large company. Find out if you like the job.
- Join a business club such as VICA (Vocational and Industrial Clubs of America).
- Visit an office and see what a file clerk does. Does that person do more than you've read about in this book?
- Apply for a job as a file clerk.

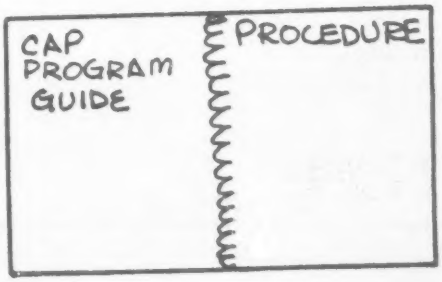
Now . . .

Turn to the Doing Clerical Work Reaction Form in your Program Guide. Answer the questions on the back of the File Clerk sheet.



What Next?

How many occupations have you investigated so far? Turn to the Procedure section of your Program Guide. Find the directions that apply to you.



Enjoy the Career Alert Planning program!